GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:5426
ANSWERED ON:29.08.2001
CGHS FACILITIES
RAVI PRAKASH VERMA

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether CGHS beneficiaries are allowed to avail of medical treatment in any nearest CGHS dispensaries in case of emergency on production of CGHS Card, Identity Card;

(b) if so, the details thereof;

(c) if so, whether its beneficiaries can send their complaints to Consumer Redressal Cell and Medical Council of Delhi for lack of Doctors/employees serving in CGHS dispensaries;

(d) if so, the details thereof;

(e) if not, the reasons therefor; and

(f) the name of the Body/institution where such complaints can be registered?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA)

(a) The CGHS beneficiaries are allowed to avail medical treatment facilities at any of the nearby CGHS dispensary in case of emergency on production of their CGHS Card.

(b) The Govt. of India has already issued instructions in respect of serving employees and pensioner beneficiaries of CGHS to enable them avail medical services while on tour, leave or in unforeseen emergency at out stations from any CGHS dispensary/recognised hospital or in case of a non-CGHS area, from an Authorised Medical Attendant and recognised private hospital.

(c)to (e) As per National Consumer Disputes Redressal Commission, New Delhi`s orders dated 9th February, 1996 in Revision Petition No. 219 of 1995, the complaints of the CGHS beneficiaries cannot be entertained by theConsumer Redressal Cell as the CGHS beneficiary is not a `consumer` within the meaning of Consumer Protection Act, 1986, and the services rendered under CGHS to the beneficiary do not constitute `service` as defined under the said Act. Similarly, the Medical Council of Delhi is also not competent to look into the complaints of CGHS beneficiaries as this is a body controlled by the Govt. of NCT of Delhi.

(f) The CGHS has a 3-tier grievance redressal machinery to deal with the grievances/complaints of the beneficiaries with the first at dispensary level and the second at the city level. The third, which functions at the All-India level from the CGHS Headquarters includes representatives from the Deptt. Of Administrative Reforms and Public Grievances as also from the JCM.